

ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION

PAGE NO.
2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER

AUG 16 2002

CONTRACT NO.

GS-15F-0075K

ORDER NO.

DE-AM01-02WT00095.M000

| ITEM NO (A) | SUPPLIES OR SERVICES (B) | QUANTITY ORDERED (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) | QUANTITY ACCEPTED (G) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------|--|--------------------------------|-------------|----------------------|--------------------------------|-----------------------------|-------|--------------------------------|---|-------|--------------------------------|---|-------|--------------------------------|---|-------|--------------------------------|---|-------|--------------------------------|---|-------|--------------------------------|---|-------|--------------------------------|---|-------|--------------------------------|---|-------|--|--|--|--|--|
| 2. | <p>This award is in two parts. The outplacement services will be fixed-price per employee. Ancillary labor support services is Time-and-Materials based.</p> <p><u>Government Estimates</u></p> <p>The following table contains the minimum and maximum quantities of people who may receive services under the master task order for placement. The ancillary labor has no minimum purchase and will be ordered on an as-needed basis. Quantities in excess of the minimum are not guaranteed.</p> <p>INDIVIDUAL OUTPLACEMENT SERVICES:</p> <p>Persons: <u>Minimum - Maximum</u></p> <table><tr><td>Year 1 (8/19/2002 – 6/30/2002)</td><td>1</td><td>7,500</td></tr><tr><td>Year 2 (7/01/2003 – 6/30/2004)</td><td>0</td><td>5,000</td></tr><tr><td>Year 3 (7/01/2004 – 6/30/2005)</td><td>0</td><td>5,000</td></tr><tr><td>Year 4 (7/01/2005 – 6/30/2006)</td><td>0</td><td>3,000</td></tr><tr><td>Year 5 (7/01/2006 – 6/30/2007)</td><td>0</td><td>2,500</td></tr></table> <p>ANCILLARY LABOR SERVICES</p> <p>Hours: <u>Minimum - Maximum</u></p> <table><tr><td>Year 1 (8/19/2002 – 6/30/2002)</td><td>0</td><td>4,230</td></tr><tr><td>Year 2 (7/01/2003 – 6/30/2004)</td><td>0</td><td>3,173</td></tr><tr><td>Year 3 (7/01/2004 – 6/30/2005)</td><td>0</td><td>2,380</td></tr><tr><td>Year 4 (7/01/2005 – 6/30/2006)</td><td>0</td><td>1,190</td></tr><tr><td>Year 5 (7/01/2006 – 6/30/2007)</td><td>0</td><td>1,190</td></tr></table> | Year 1 (8/19/2002 – 6/30/2002) | 1 | 7,500 | Year 2 (7/01/2003 – 6/30/2004) | 0 | 5,000 | Year 3 (7/01/2004 – 6/30/2005) | 0 | 5,000 | Year 4 (7/01/2005 – 6/30/2006) | 0 | 3,000 | Year 5 (7/01/2006 – 6/30/2007) | 0 | 2,500 | Year 1 (8/19/2002 – 6/30/2002) | 0 | 4,230 | Year 2 (7/01/2003 – 6/30/2004) | 0 | 3,173 | Year 3 (7/01/2004 – 6/30/2005) | 0 | 2,380 | Year 4 (7/01/2005 – 6/30/2006) | 0 | 1,190 | Year 5 (7/01/2006 – 6/30/2007) | 0 | 1,190 | | | | | |
| Year 1 (8/19/2002 – 6/30/2002) | 1 | 7,500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year 2 (7/01/2003 – 6/30/2004) | 0 | 5,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year 3 (7/01/2004 – 6/30/2005) | 0 | 5,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year 4 (7/01/2005 – 6/30/2006) | 0 | 3,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year 5 (7/01/2006 – 6/30/2007) | 0 | 2,500 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 (8/19/2002 – 6/30/2002) | 0 | 4,230 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year 2 (7/01/2003 – 6/30/2004) | 0 | 3,173 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year 3 (7/01/2004 – 6/30/2005) | 0 | 2,380 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year 4 (7/01/2005 – 6/30/2006) | 0 | 1,190 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year 5 (7/01/2006 – 6/30/2007) | 0 | 1,190 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3. | <p>The following table provides prices per person for assignment to the outplacement program. Additionally, it provides for hourly prices for ancillary labor categories of personnel providing specialized expertise by QuickHire/Manchester by year. The ancillary labor is to be ordered for special projects in excess of the per person placement services. The ancillary labor is not to support or perform the work associated with the outplacement program. See the statement of work for further detail. Delivery orders will contain a line item for reimbursement of travel and per diem. DOE M&O users and DOE Federal Contracting Officers will coordinate proposed work with the contractor for the purpose of negotiating the travel and per diem amounts. All travel and per diem will be reimbursed at cost, and no fee/profit or handling costs will be added. All travel will be reimbursed based on U.S. federal travel regulations.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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DE-AM01-02WT00095.M000

| ITEM NO (A) | SUPPLIES OR SERVICES (B) | (C) | (D) | (E) | (F) | (G) |
|----------------|--|---|--|---------------------------------|--|------------------------|
| | | Maximum Number of People | GSA Schedule Price Per Person | Discount Rate | Discount Price Per Person | Total Not to Exceed |
| 3a. | Year 1 (8/19/2002 - 6/30/2002) Year 2 (7/01/2003 - 6/30/2004) Year 3 (7/01/2004 - 6/30/2005) Year 4 (7/01/2005 - 6/30/2006) Year 5 (7/01/2006 - 6/30/2007) TOTAL OUTPLACEMENT SERVICES: | 7,500 5,000 5,000 3,000 2,500 | \$750.00 \$785.71 \$828.57 \$71.43 \$14.29 | 20% 21% 23% 24% 26% | \$599.00 \$618.47 \$638.57 \$659.32 \$680.75 | \$14,457,512 |
| 3b. | Ancillary Labor Support Services | Price Per Hour | Effective Date for Rate | Discount Rate | Discount Price Per Hour | |
| | Project Manager (QuickHire) | \$154.52 | 7/01/02 | 12.6% | \$135.00 | |
| | Project Manager (QuickHire) | \$162.24 | 7/30/02 | 14.1% | \$139.39 | |
| | Project Manager (QuickHire) | \$170.36 | 7/30/03 | 15.5% | \$143.92 | |
| | Project Manager (QuickHire) | \$178.87 | 7/30/04 | 16.9% | \$148.59 | |
| | Project Manager (QuickHire) | \$187.81 | 7/30/05 | 18.3% | \$153.42 | |
| | Project Manager (QuickHire) | \$187.81 | 7/30/06 | 18.3% | \$153.42 | See note (*) |
| | Training Specialist (Manchester) | \$90.00 | 7/01/02 | 16.7% | \$75.00 | |
| | Training Specialist (Manchester) | \$95.00 | 12/03/02 | 18.5% | \$77.44 | |
| | Training Specialist (Manchester) | \$99.00 | 12/03/03 | 19.2% | \$79.95 | |
| | Training Specialist (Manchester) | \$104.00 | 12/03/04 | 20.6% | \$82.55 | |
| | Training Specialist (Manchester) | \$109.00 | 12/03/05 | 21.8% | \$85.24 | |
| | Training Specialist (Manchester) | \$109.00 | 12/03/06 | 21.8% | \$85.24 | See note (*) |
| | Outplacement Consultant (Manchester) | \$105.00 | 7/01/02 | 9.5% | \$95.00 | |
| | Outplacement Consultant (Manchester) | \$110.00 | 12/03/02 | 10.8% | \$98.09 | |
| | Outplacement Consultant (Manchester) | \$116.00 | 12/03/03 | 12.7% | \$101.28 | |
| | Outplacement Consultant (Manchester) | \$122.00 | 12/03/04 | 14.3% | \$104.57 | |
| | Outplacement Consultant (Manchester) | \$128.00 | 12/03/05 | 15.7% | \$107.97 | |
| | Outplacement Consultant (Manchester) | \$128.00 | 12/03/06 | 15.7% | \$107.97 | See note (*) |
| | Note(*) | | | | | |
| | Rate is subject to modification at GSA's election to extend or renew QuickHire or Manchester, Inc. FSS Schedule 738X. The discount indicated will be applied to the new rate under their GSA contract for the applicable time-period. The DOE will revise the labor rate(s) to incorporate the lowest of the two rates, i.e., the existing rate in the task order or the new GSA rate discounted in accordance with the task order. TOTAL ANCILLARY SERVICES NOT TO EXCEED: | | | | | \$2,192,321 |

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H)) →

STATEMENT OF WORK

This is a Performance-Based task order. The contractor will be evaluated once per year. Ratings will be provided to the contractor for comment. Poor performance or receiving an unsatisfactory rating will result in the Department of Energy (DOE) not exercising the next option period. The contractor agrees that unacceptable work as designated by the Contracting Officer Representative (COR) must be corrected by the contractor at no additional cost to the DOE.

Performance Requirements in this task order are expressed in the following manner:

Each performance requirement will contain the following three elements. In each case, when taken together, these elements constitute a performance requirement.

- Performance Objective - A statement of the outcome or results expected in a specific work area.
- Performance Measures - The critical few characteristics or aspects of achieving an objective that will be monitored by the Government, those things that the Government will be gathering data about. Each objective may have one or more measures.
- Performance Expectations - The targeted level or range of levels of performance for each performance measure. If the expectations are not identified in the basic task order, the COR will identify the expectations for each measure and incorporate them into the specific task assignments.
- Performance Objectives, Measures and Expectations, are specifically identified only for the primary work required under the statement of work, Career/Life Assessment, Job Search, Entrepreneurship, and Continuing Education. All other requirements will be ordered under separate delivery orders on a case-by-case basis, as required by the DOE COR. The performance requirements will be included in the statement of work issued for the individual delivery orders.

The contractor will provide all the required services in accordance with their proposal dated May 3, 2002.

A. Career/Life assessment - The contractor will provide services for the following subjects:

- Individual/Family Values and Skills Assessment
- Job Market Information and Evaluation
- Personal Financial Assessment
- Career Continuation Alternatives
- Personal Decision-making Model
- Personal Plan Development

B. Job Search - The contractor will provide services for the following subjects:

- Career Goals/Objectives
- Personal Marketing of Skills
- Resume Preparation
- Job Lead Development
- Job Marketing Strategy
- Communication Skill Development
- Interview Training
- Assessing and Negotiating Opportunities
- Technology Training

- Job Networking - matching individuals to particular companies.

C. Entrepreneurship - The contractor will provide services for the following subjects:

- Entrepreneurship Profile
- Business-for-Self
- Business Acquisition
- Retirement Options
- Business Development Planning
- Financial Security Planning

D. Continuing Education - The contractor will provide services for the following subjects:

- Education needs Assessment
- Education Options Assessment
- Work Force Profile
- Personal/Financial Planning and Priorities

PERFORMANCE OBJECTIVE 1.

The contractor will provide outplacement services related to Career/Life Assessment, Job Search, Entrepreneurship, and Continuing Education.

PERFORMANCE MEASURES

1. Availability of
Contractor Outplacement
Counselors

2. Timeliness

PERFORMANCE EXPECTATION

Contractor will have
counselors on DOE-site
within two workdays
after receipt of
delivery order.

a. Contractor will submit
Detailed Outplacement
Schedule to DOE COR within
two workdays after receipt
of delivery order.

b. 100 percent of displaced
employees identified per the
delivery order are contacted
by contractor within
three workdays after the
Detailed Outplacement
Schedule is approved by
DOE COR.

c. 90 percent of all
employees are processed
through the outplacement
system within the time
allotted on the Detailed
Outplacement Schedule.

3. Quality Survey

90 percent of the Outplacement Customer Satisfaction Survey Questionnaires (received by the contractor) completed and provided directly to the DOE COR will represent that contractor services provided to the employee was rated excellent.

E. Quality Assurance (QA)

The contractor will submit a QA plan within 14 days after task order award to the DOE COR demonstrating how outplacement services related to Career/Life Assessment, Job Search, Entrepreneurship, and Continuing Education will be provided, schedules met, and only the highest quality of services are offered to the DOE employee.

F. Ancillary Labor Services.

The additional ancillary labor services are for work outside the placement services. For example, the Director of a field office would like an assessment of the outplacement needs for a facility prior to placing an order for outplacement services. Such a report can be acquired from the ancillary labor services.

Once placement services have been ordered, additional status meetings or a report concerning the findings of the satisfaction survey questionnaire will not be charged as ancillary services. Such meetings or reports will be included in the fixed-per person price for placement services. All travel for placement and ancillary services is reimbursable in accordance with the Travel Clause. The use of ancillary labor services will be the exception rather than the rule because once placement services are ordered, all work related to that service is included in the fixed-price per person. If there is a question concerning fixed-price per person charges versus ancillary services, please contact the Contracting Officer's Representative (COR) or the DOE Contracting Officer.

G. Schedule for Processing Individuals for Outplacement Services

For each Delivery Order and modification issued to the contractor, the contractor will provide within five calendar days a detailed schedule for processing the individuals through each phase of the placement process. The schedule will be presented to the DOE site coordinator for review, comment, revision and final approval. Work will not begin until the progress schedule has been approved. This schedule will also incorporate a progress payment schedule for the payment of the fixed-per person price placement services.

H. Formal Introduction of Outplacement Services to DOE Sites.

Within 30 days of the award of the task order, the contractor and their placement team will present, in conjunction with the COR, a formal introduction of the available services to each site designated by the DOE COR. All travel will be reimbursed in accordance with the travel clause and the contractor will be responsible for the cost of all labor and materials for the presentations. The contractor is reminded that this contract is provided to all DOE sites on a voluntary basis. The success of the task order is fully the responsibility of the contractor to provide exceptional service over the entire task order term. The contractor will be responsible for the expense of marketing their services after the DOE/contractor presentation at the beginning of the task order. No additional travel expenses will be approved for the marketing of contractor services once the initial meetings have been completed with the COR.

I. Outplacement Customer Satisfaction Survey Questionnaire

Contractor will, as part of the fixed-price per person placement program, provide a customer satisfaction survey questionnaire for each individual in the placement program. This questionnaire will be developed in conjunction with the DOE COR and will be provided to individuals on a frequency established by the COR. The contractor will process the statistical reports, resulting from the questionnaires, in a manner approved by the COR.

J. Outplacement Progress Tracking System

Contractor will, as part of the fixed-price per person placement program develop and maintain a tracking system for monitoring the progress of individuals in the placement program. The contractor may use their existing systems for the tracking system; however, the contractor agrees to provide COR directed, minor data enhancements at no additional cost to DOE.

The weekly report(s) for each Delivery Order for each site must contain, at a minimum, the name of the individual, date of assignment to the task order, position in the process schedule and other data required by the M&O placement coordinator for each Delivery Order. The report to the COR will also be provided weekly.

The contractor will forward a copy of each Delivery Order received under the task order to:

U.S. Department of Energy
Attn: B. Lardizabal, ME-641.2
1000 Independence Avenue, SW
Washington, DC 20585

K. One-Year Outplacement Consultation Service Guarantee

The contractor will guarantee that for a period of one year after placement of an employee, the employee may return to the placement contractor and have access to full services to be placed in another job. During the one-year guarantee the employee may return for services for an unlimited number of consultations. The one-year guarantee period begins the date the employee accepts their first placement. There will be no charge for an employee returning to the contractor for service during the one-year guarantee. This reentry right has a maximum period of up to one year from the expiration date of the task order.

All information in the tracking system, reports, questionnaires and statistics will remain confidential and may not be disclosed outside the performance of this task order. All contractor public release(s) of information concerning this task order must be approved in advance by the DOE COR. Contractor personnel will be required to sign a Confidentiality Certificate.

L. Miscellaneous Requirements:

For class type instruction or guidance the ratio of instructor/counselor to DOE employees will not exceed 1 to 10.

Contractor will be provided DOE on-site classroom and office workspace for the purpose of processing new individuals into the placement program. DOE will provide all DOE on-site furniture and utilities. All other equipment will be the sole responsibility of the contractor. All cost related to the placement services, except travel, must be included in the fixed-per person price.